



Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number:	48634903	Originator Reference Number:	11309081135055461
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: On 7/3/13 Mr. (b)(6) won bid on Ebay item (b)(6) Ricoh MPC2800 Full Color Copier which was paid via ebay the same day. I shipped the unit on 7/12/13 via YRC Freight, tracking number is (b)(6) On or about 7/16/13 Mr. (b)(6) advised the unit was received damaged & he attached pictures. He advised a damage claim would be filed in the morning. I advised him to file the damage claim with YRC ASAP further advising that the waybill was signed for with no notion of damage, & he should keep the packaging for inspection if YRC decides to inspect the unit damage. I further asked his opinion as to whether I should send a local repair guy or does it look too far gone. He replied he would let a repair guy fix it but he did not think it looked repairable so I decided to leave it & file a damage claim. On 7/19/13 I filed a claim as the shipper with YRC. On 8/16/13 I received an email from Mr. (b)(6) saying he has been notified that we did not have full coverage on the unit (we have standard coverage wich allows for claim payment bases on the weight of the unit) . I replied on 8/16/13 via email that we must wait for the settlement then we can issue a refund. Here is the reply I received "Sorry, cannot wait any longer. Need refund today, let me know if you will not comply, ill take carw of this directly with ebay and my credit card company.. along with a VERY negative feedback.. ball is in your court". I then received an email from Ebay High Value Claims Department saying they are placing it on hold until 8/25/13. I called ebay & advised I would refund as soon as the copier that was damaged was returned to me. The unit was received 8/30/13 delivered on a pallet laying on it's side with the fuser oil & toner all through the unit making the electronics etc. all unusable. I have to believe it was intentional as putting any electro mechanical unit on its side will cause further damage. Now that the unit was returned ebay granted Mr. (b)(6) a full refund. I called ebay & advised that Mr. (b)(6) had received \$150 from YRC for the damage claim plus the \$840 refund from ebay. Ebay advised since the case was closed my only course of action was through the ic3.gov site. To add more fire to this Mr. (b)(6) has put a claim in through his credit card company which has contacted paypal who wants me to refund him yet a second time. Mr (b)(6) is perpetuating a fraud by keeping the \$150 from YRC Claims, taking a \$840 refund from ebay, & trying to receive yet a second refund through his creditcard company & Paypal. Currently I'm out \$150 on the damage claim since Mr. (b)(6) has been made whole through ebay & possibly another \$840 depending how the Credit card/paypal claim ends up. --- Specified Other Payment: paypal</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	9/8/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$990.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	External Agency
Complaint Date:	9/8/2013	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	

Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:	Green Office Solutions		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	CENTER MORICHES	State:	New York
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Edx Inc.		
Address:	2106 Corporate Dr.		
City:	Wilmington	State/Prov:	North Carolina
ZIP:	28405	Country:	United States
Email:	dhetzroni@gmail.com	URL:	
Area Code:	910	Phone Number:	3503074
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Danny Hetzroni	Title:	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	22240385	Originator Reference Number:	I0903271504107182
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I0903271504107182. The above apparent criminal is impersonating our company and attempting to or has engaged in fraudulent interstate commerce. One of our vendors, Mentor Electronics (b)(6), received a phony order request. They immediately contacted us. Our General Manager's name is (b)(6) they used the above similar personal name & company name in this attempted fraud and our customer forwarded the email to us. I contacted International Telecom (206-286-5280-Seattle, WA) , which I believe provided the phone numbers. Calling the above voice number gets an unprofessional recording. I can send a copy of the email on request.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	3/27/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	IDT Other
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	3/27/2009	Transaction Date:	
Initial Contact:	Email	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:	EDX Electronics, Inc.		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WINTER SPRINGS	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Edx Elecinc		
Address:	unknown		
City:	Likely Seattle	State/Prov:	Washington
ZIP:		Country:	United States
Email:	edxelec@aol.com	URL:	
Area Code:	206	Phone Number:	3394277

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Joe Colum	Title:	

